

Agenda Item #: 5.1.2  
Prepared by: Mark Majek  
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# **TEXAS BOARD OF NURSING**

## **Quarterly Statistical Report**

**Second Quarter**

**Fiscal Year 2012**

Fiscal Year 2012  
Second Quarter Status

**GOAL 1:** To manage cost effective, quality programs of accreditation, examination, licensure and regulation that ensure legal standards for professional nursing education and practice and which effectively serve the market demand for qualified professional nurses.

**Objective 1-1:** To ensure timely and cost-effective application processing and licensure/credentialing systems for 100% of all qualified applicants for each fiscal year.

**Strategy 1-1-1: Licensing/Credentialing/Processing.**

	FY11	FY12	FY12: 1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<b>Outcome Measures</b>						
% in Compliance with Pre-Renewal CE Audit - RN	92.78%		89.22%	91.10%		
% in Compliance with Pre-Renewal CE Audit - LVN	81.85%		82.73%	72.90%		
% of RN Licensees with no recent violations	98.79%		97.98%	98.74%		
% of LVN Licensees with no recent violations	98.02%		98.75%	97.96%		
% of RN Licensees Who Renew Online	92.39%		91.06%	91.94%		
% of LVN Licensees Who Renew Online	89.91%		85.64%	86.84%		
% of New RN Individual Licenses Issued Online	76.52%		81.93%	79.60%		
% of New LVN Individual Licenses Issued Online	62.89%		65.58%	64.89%		
<b>Output Measures</b>						
# of Current RN Licensees	239,377		240,443	243,568		
# of Current LVN Licensee	93,413		94,330	94,981		
# of Individuals Taking the RN Examination	12,770		1,887			
# of Individuals Taking the PN Examination	6,981		2,406			
# of RN Licenses Renewed	110,999		28,814	28,384		
# of LVN Licenses Renewed	43,355		11,285	11,151		
# of RN Licenses Issued by Endorsement	6,251		1,763	1,523		
# of LVN Licenses Issued by Endorsement	1,116		321	249		
# of RN Licenses Issued by Examination	10,262		1,406	3,245		
# of LVN Licenses Issued by Examination	5,629		2,040	1,333		
# of RN Temporary Licenses Issued	6,706		1,873	1,544		
# of LVN Temporary Permits Issued	1,459		329	281		
# of RN Licenses Verified	717		161	152		
# of LVN Licenses Verified	35		8	11		
# of Current APNs	15,279		15,581	15,847		
# of Authorizations Issued to New Graduate APNs	0		0	0		
# of Authorizations Issued to Fully Qualified APNs	1,565		419	370		
# of APN Authorizations Renewed	6,688		1,840	1,816		
# of APNs Granted Prescriptive Authorization	1,292		385	239		

	FY11	FY12	FY12: 1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<u>Eligibility Orders:</u>						
#of Petitions/Applications Processed	5,010		1,153	1,053		
# Approved Without Stipulations	4,351		978	842		
# Individuals Proposed Ineligible by Staff	0		0	0		
# Approved with Stipulations	467		128	149		
# Individuals Denied By Board/E & D	56		16	15		
# Petitions/Applications Pending	854		904	928		
# Petitions/Applications Pending with ALJ	2		4	0		
# Petitions/Applications Denied by ALJ	10		2	0		
# Licenses placed on "Retired Status" - RN	259		84	95		
# Licenses placed on "Retired Status" - LVN	64		21	24		
<u>Efficiency Measures</u>						
Average Cost for Issuing LVN/RN License	\$2.01		\$1.79	\$1.50		
Average Time for Issuing RN Initial License (Days)	109.21		97.37	106.30		
Average Time for Issuing LVN Initial License (Days)	119.54		116.25	130.0		
Average Time for RN/LVN License Renewals (Days)	2.58		2.71	2.63		
<u>Explanatory Measures</u>						
# RN Licenses Placed Inactive	979		330	284		
# LVN Licenses Placed Inactive	632		171	153		
# APNs Placed Inactive	226		54	49		
NCLEX - RN Pass Rate - Total	83.35%		75.59%	89.17%		
NCLEX - PN Pass Rate - Total	82.21%		80.68%	78.60%		
NCLEX - RN Pass Rate - 1 <sup>st</sup> Time	87.07%		83.38%	92.48%		
NCLEX - PN Pass Rate - 1 <sup>st</sup> Time	88.56%		85.51%	84.42%		

Fiscal Year 2012  
Comment page on Strategy 1.1.1  
(Explain trends and issues; identify responses, actions and outcomes)

**None**

Fiscal Year 2012  
Second Quarter Status

GOAL 1: To manage cost effective, quality programs of accreditation, examination, licensure and regulation that ensure legal standards for professional nursing education and practice and which effectively serve the market demand for qualified professional nurses.

Objective 1-2: To ensure that 100% of professional nursing programs are in compliance with the Board of Nursing rules.

Strategy 1-2-1: Accrediting of Nursing Programs.

	FY11	FY12	FY12:1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<u>Outcome Measures</u>						
% in RN Nursing Programs in Compliance	94.39%		95.37%	92.52%		
% of LVN Nursing Programs in Compliance	93.88%		93.88%	94.85%		
<u>Output Measures</u>						
# of RN Nursing Programs Approved	107		108	107		
# of LVN Nursing Programs Approved	98		98	97		
# of RN Nursing Programs Sanctioned	6		5	8		
# of LVN Nursing Programs with Sanctions	6		6	5		
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$396.88		\$270.46	\$418.68		
<u>Explanatory Measures</u>						
# of Programs Surveyed	24		5	4		
Average Length of Survey Visit (in Days)	.8		.9	.75		

Fiscal Year 2012  
Comment page for Strategy 1.2.1  
(Explain trends and issues; identify responses, actions and outcomes)

**Output Measure**

VN Programs with Sanctions

Concorde Career Institute - warning  
Galveston College - warning  
Kaplan Corpus Christi - warning  
Midland College - warning  
Valley Grande - warning

RN Programs with Sanctions

Angelo State University - warning  
Cisco College - withdrawn but teaching out current enrolled students  
Del Mar College - conditional  
Howard College - warning  
Lamar State College in Port Arthur - warning  
San Jacinto College - South - warning  
Texas State Technical West Texas - conditional  
University of Houston Victoria - conditional

**Explanatory Measure**

Schools of Nursing Surveyed:

December 9: Visit to West Coast University (BSN program) in Dallas  
December 13: Visit to Kaplan College (VN program) in San Antonio  
December 14: Visit to Quest College (VN program) in San Antonio - VA  
January 27: Visit to Concorde Career Institute (VN program) in Arlington - RC

Fiscal Year 2012  
Second Quarter Status

**GOAL 2:** To ensure swift, fair and effective enforcement of the NPA so that consumers are protected from unsafe, incompetent and unethical nursing practice by registered professional nurses.

**Objective 2-1:** To guarantee that 100% of written complaints received annually regarding practice or non-compliance with the Board of Nursing rules are investigated and resolved in accordance with the NPA and APA or are appropriately referred to other regulatory agencies.

**Strategy 2-1-1:** Administer an effective system of enforcement and adjudication.

<b>RN Enforcement Statistics</b>	<b>FY11</b>	<b>FY12</b>	<b>FY12: 1<sup>st</sup> Q</b>	<b>2<sup>nd</sup> Q</b>	<b>3<sup>rd</sup> Q</b>	<b>4<sup>th</sup> Q</b>
<u><b>Outcome Measures</b></u>						
Ratio to Complaints filed per 100 Licensee Population	1.01		1.13	0.79		
% of Complaints Resolved Resulting in Discipline	18.99%		20.05%	26.41%		
Recidivism Rate for Those Receiving Discipline	11.07%		10.69%	8.70%		
Recidivism Rate for RNs Enrolled in TPAPN	3.1%		0%	0%		
% of Complaints Resolved in 6 months	65.06%		64.26%	61.31%		
<u><b>Output Measures</b></u>						
# Jurisdictional Complaints Received	9,373		2,721	1,933		
# Non-Jurisdictional Complaints Received	100		18	15		
# Investigations Conducted (Cases Open-Cumulative)	14,997		8,225	10,376		
# of Complaints Resolved	9,054		2,594	2,389		
# of Informal Conferences	192		49	25		
# of ALJ Hearings	68		28	31		
# of Licenses Sanctioned	1,384		384	494		
Limited Licenses	13		3	11		
Remedial Education	91		33	34		
Reprimand	3		0	1		
Reprimand with Stipulations	69		18	22		
Reprimand with Remedial Education	0		0	0		
Revocation	178		50	78		
Stipulation Only	0		1	0		
Suspension	32		12	11		
Suspend/Probate	54		15	27		

	FY11	FY12	FY12: 1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
Voluntary Surrender	155		42	46		
Warning	3		1	0		
Warning with Remedial Education	0		0	0		
Warning with Stipulation	232		69	86		
Warning with Fine	1		0	0		
License Reinstated - clear	0		0	0		
License Reinstated with Stipulation	28		3	13		
Fine	0		0	0		
Reinstatement Denied	15		10	5		
Limited License with Fine	0		0	0		
Probation	0		0	0		
Reprimand with Fine	0		0	0		
Suspension with Fine	0		0	0		
Fine with Remedial Education-CE/Delinquent	178		26	36		
Cease and Desist Order	4		0	0		
Peer Assistance Order	0		0	0		
Applicant/Petitioner with Stipulations	263		70	90		
TPAPN Order	69		24	21		
# of RNs Participating in TPAPN	467		510	523		
Age of Cases:						
More than 12 Months	40%		38%	38%		
Between 6 and 12 Months	28%		24%	30%		
Less than 6 Months	32%		38%	32%		
<b>LVN Enforcement Statistics</b>	<b>FY11</b>	<b>FY12</b>	<b>FY12 1<sup>st</sup> Q</b>	<b>2<sup>nd</sup> Q</b>	<b>3<sup>rd</sup> Q</b>	<b>4<sup>th</sup> Q</b>
Ratio of Complaints filed per 100 NURSE population	1.74		2.12	1.47		
% of Complaints Resolved Resulting in Discipline	25.60%		26.09%	33.69%		
Recidivism Rate for LVNs Discipline	9.01%		9.87%	7.71%		
Recidivism Rate for LVNs Enrolled in TPAPN	0%		0%	0%		
% of Complaints Resolved in 6 Months	57.56%		55.32	54.73		
Jurisdictional Complaints Received	6,450		2,004	1,392		
Cumulative Investigations Conducted	10,691		6,603	8,081		
Complaints Resolved	6,264		1,947	1,796		



Informal Conferences	93	19	17	
Total LVN Licenses Sanctioned	1,254	405	454	
# of LVNs Participating in TPAPN	124	135	127	
Breakdown of Discipline:				
Reprimand	1	0	0	
Fine	0	0	0	
Fine and Remedial Education	125	52	51	
Voluntary Surrender	131	50	47	
Probation	0	0	0	
Suspension	37	6	9	
Revocation	245	76	96	
Warning W/Stipulation	225	58	70	
Average Days for Complaint Resolution	133.81	218.27	169	
Average Days for Final Disposition	251.44	295.54	314.06	
Age of Cases:	More than 12 Month	42%	39%	38%
	6 to 12 Months	28%	23%	30%
	Less than 6 Months	30%	38%	32%

LVN and RN Enforcement Statistics		FY11	FY12	FY12: 1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<u>Efficiency Measures</u>							
Average Cost per Investigation		\$444.17		\$209.06	\$608.98		
Average Cost of Informal Conference		\$183.57		\$187.83	\$217.56		
Average Cost of Complaint Resolution		\$200.99		\$149.77	\$162.42		
Average Time for Final Disposition (open to ratification)		204.39		233.74	261.97		
Average Time from Completion of Investigation to Hearing with ALJ (in Days)		406.77		352.18	234.17		
Average Time from Hearing Date to PFD (in Days)		34.85		36.91	60.50		
Average Time from PFD to Ratification (in Days)		109.60		113.86	95.92		
Average Time for Disciplinary Action (ALJ Only)		826.28		661.09	548.33		
<u>Explanatory Measures</u>							
Average Case Load per Investigator		420		330	419		
Average Attorney - Investigator Ratio		5:28		5:28	5:28		

Fiscal Year 2012  
Comment page for Strategy 2.1.1  
(Explain trends and issues; identify responses, actions and outcomes)

Efficiency Measure

The cost of an investigation was higher than normal due to the length of one specific investigation and the number of investigators on the site visit.

Fiscal Year 2012  
Second Quarter Status

GOAL 3: To manage agency resources that enable the BON to respond efficiently and effectively to internal and external customers.

Objective 3-1: To streamline internal operations for enhanced functioning of the Board, the agency and staff.

Strategy 3-1-1: Streamline internal operations.

	FY11	FY12	FY12:1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<u>Outcome Measures</u>						
Staff Turnover	9.3%		1%	1.9%		
<u>Output Measures</u>						
# of Board Training Sessions	4		1	1		
# of Telephone Calls Received	246,402		66,557	64,038		
# of New Hires	1		7	1		
# of Resignations	8		1	2		
# of Terminations	1		0	0		
Workforce Composition:						
African-American	11.4%		10.6%	10.9%		
Anglo	59.1%		59.6%	58.7%		
Hispanic	28.4%		28.7%	29.3%		
Other	1.1%		1.1%	1.1%		
# of Workshops Conducted	3		2	2		
# of Nurses Attending Workshops	1,466		472	111		
# Attending Workshop for First Time	n/a		n/a	n/a		
# of Attendees at Open Forums	7		1	1		
<u>Efficiency Measures</u>						
Average # of Days for New Hire Orientation	2		1.5	1.5		
Average Cost of Conducting Workshop per Registrant	\$149.43		\$137.83	\$368.72		

Fiscal Year 2012  
Comment page for Strategy 3.1.1  
(Explain trends and issues; identify responses, actions and outcomes)

Efficiency Measure

The average cost of conducting a workshop per registrant is high due to collecting fees for workshops in March and April.

Fiscal Year 2012  
Second Quarter Status

GOAL 4: To establish and carry out policies governing purchasing and contracting in accordance with State law that foster meaningful and substantive inclusion of historically underutilized businesses (HUBs).

Objective 4-1: To include historically underutilized businesses in at least 20 percent of the total value of contracts and subcontracts awarded annually by the agency in purchasing and public works contracting by fiscal year 2004.

Strategy 4-1-1: Develop and implement a policy for increasing the use of historically underutilized businesses through purchasing and public work contracts.

	FY11	FY12	FY12:1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q
<u>Outcome Measures:</u>						
% of Total Dollar Value of Purchasing and Contracts Awarded to HUBs	5.25%		28%	6%		
<u>Output Measures:</u>						
# of Contracts Awarded to HUBs	0		0	0		
# of HUBs from which Agency Made Purchases	20		4	6		
Dollar Value of Purchases and Contracts to HUBs	\$98,675		\$12,984	\$118,484		

Fiscal Year 2012  
Comment page for Strategy 4.1.1  
(Explain trends and issues; identify responses, actions and outcomes)

None

**2012/2013 General Appropriations Act**  
(Current)

**Performance Measure Targets.** The following is a listing of the key performance target levels for the Texas Board of Nursing. It is the intent of the Legislature that appropriations made by this Act be utilized in the most efficient and effective manner possible to achieve the intended mission of the Texas Board of Nursing. In order to achieve the objectives and service standards established by this Act, the Texas Board of Nursing shall make every effort to attain the following designated key performance target levels associated with each item of appropriation.

	<u><b>2012</b></u>	<u><b>Actual</b></u>
<b>A. Goal: LICENSING</b>		
<b>Outcome (Results/Impact):</b>		
Percentage of Licensees with No Recent Violations (RN)	98%	98.74%
Percent of Licensees Who Renew Online (RN)	91%	91.94%
Percent of New Individual Licenses Issued Online (RN)	70%	79.60%
Percentage of Licensees with No Recent Violations (LVN)	97%	97.96%
Percent of Licensees Who Renew Online (LVN)	87%	86.84%
Percent of New Individual Licenses Issued Online (LVN)	55%	64.89%
<b>A.1.1. Strategy: LICENSING</b>		
<b>Output (Volume):</b>		
Number of New Licenses Issued to Individuals (RN)	16,400	7,937
Number of Individual Licenses Renewed (RN)	105,000	57,198
Number of New Licenses Issued to Individuals (LVN)	6,200	3,943
Number of Individual Licenses Renewed (LVN)	41,500	22,436
<b>B. Goal: PROTECT PUBLIC</b>		
<b>Outcome (Results/Impact):</b>		
Percent of Complaints Resulting in Disciplinary Action (RN)	18%	26.41%
Percent of Complaints Resulting in Disciplinary Action (LVN)	21%	33.69%
<b>B.1.1. Strategy: ADJUDICATE VIOLATIONS</b>		
<b>Output (Volume):</b>		
Number of Complaints Resolved (RN)	4,000	4,983
Number of Complaints Resolved (LVN)	3,500	3,743
<b>Efficiencies:</b>		
Average Time for Complaint Resolution (Days) (RN)	170	262
<b>Explanatory:</b>		
Number of Jurisdictional Complaints Received (RN)	7,000	4,654
Number of Jurisdictional Complaints Received (LVN)	6,000	3,396
<b>B.1.2. Strategy: PEER ASSISTANCE</b>		
<b>Output (Volume):</b>		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	525	523
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	175	127

**General Appropriations Act**  
(Five Year Trend Report)

**Performance Measure Targets and Trends.** The following is a listing of the key performance target levels for the Texas Board of Nursing. It is the intent of the Legislature that appropriations made by this Act be utilized in the most efficient and effective manner possible to achieve the intended mission of the Texas Board of Nursing. In order to achieve the objectives and service standards established by this Act, the Texas Board of Nursing shall make every effort to attain the following designated key performance target levels associated with each item of appropriation.

	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>
<b>A. Goal: LICENSING</b>					
<b>Outcome (Results/Impact):</b>					
Percentage of Licensees with No Recent Violations (RN)	98.66%	98.72%	98.83%	98.82%	98.74%
Percent of Licensees Who Renew Online (RN)	90.90%	92.20%	92.60%	92.39%	91.94%
Percent of New Individual Licenses Issued Online (RN)	68.23%	70.94%	70.02%	76.52%	79.60%
Percentage of Licensees with No Recent Violations (LVN)	97.99%	97.97%	98.12%	98.11%	97.96%
Percent of Licensees Who Renew Online (LVN)	83.91%	87.45%	88.59%	89.91%	86.84%
Percent of New Individual Licenses Issued Online (LVN)	41.45%	52.93%	57.56%	62.89%	64.89%

**A.1.1. Strategy: LICENSING**

<b>Output (Volume):</b>					
Number of New Licenses Issued to Individuals (RN)	13,382	14,294	16,407	16,513	7,937
Number of Individual Licenses Renewed (RN)	97,702	102,666	105,711	110,999	57,198
Number of New Licenses Issued to Individuals (LVN)	5,776	6,059	6,263	6,745	3,943
Number of Individual Licenses Renewed (LVN)	39,424	41,287	41,644	43,355	22,436

**B. Goal: PROTECT PUBLIC**

<b>Outcome (Results/Impact):</b>					
Percent of Complaints Resulting in Disciplinary Action (RN)	20.15%	19.12%	18.07%	18.99%	26.41%
Percent of Complaints Resulting in Disciplinary Action (LVN)	21.74%	22.07%	23.51%	25.60%	33.69%

**B.1.1. Strategy: ADJUDICATE VIOLATIONS**

<b>Output (Volume):</b>					
Number of Complaints Resolved (RN)	4,851	7,091	8,273	9,054	4,983
Number of Complaints Resolved (LVN)	4,311	5,763	6,156	6,264	3,743
<b>Efficiencies:</b>					
Average Time for Complaint Resolution (Days) (RN)	173	188	172	204	262
<b>Explanatory:</b>					
Number of Jurisdictional Complaints Received (RN)	5,634	7,307	9,469	9,373	4,654
Number of Jurisdictional Complaints Received (LVN)	4,851	6,058	7,421	6,450	3,396

**B.1.2. Strategy: PEER ASSISTANCE**

<b>Output (Volume):</b>					
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	593	592	473	467	523
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	198	187	119	124	127



Comment:

Pages 14 and 15 provide a view of current performance measures and trending performance measures over a five year period.